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insight

ISSUE 26 SUMMER 2015

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Welcome



Welcome to the Summer edition of Insight, our community magazine.

As this edition goes to print, the newly-elected government are busy appointing a cabinet and making plans for their next five years in office.

At the RUH, we too are working on our own vision of how we will make the next five years count for our patients and our staff.

Earlier in the year, NHS England laid out their Five Year Forward View – with a sharp focus on a truly joined up healthcare system. Here at the RUH, we have been working closely with other care providers in our catchment area (and beyond), across the whole of the social care and healthcare systems, to ‘future-proof’ the care we give to our patients.

We are also in the middle of a significant period of transformation of the RUH site; the plans for our Cancer Centre will start to take shape this year, as other stages in the build – such as a brand new pharmacy – will also get underway. Just as importantly, the old pathology building will start to be demolished at the beginning of June to provide the space required for a brand new patient and visitor car park.

We are at the start of some exciting programmes of work intended to greatly benefit our patients. We will keep you updated as this work progresses throughout 2015 and beyond.

Best wishes,

James Scott
Chief Executive

We’re always keen to hear your feedback about Insight – or any aspect of our work. Please email RUHcommunications@nhs.net

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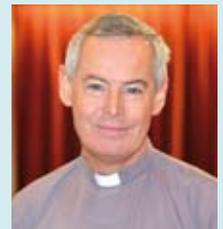
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Accounting for Quality: 2015/16

Each year we publish our annual Quality Accounts, in which we identify a set of key priorities for the year ahead and look back on our progress against last year’s priorities. The priorities are selected by considering patient, carer and member feedback and from what our performance data is telling us. We take a hard, honest look at the care we provide – writing the Quality Accounts is almost like writing our own ‘school report’. Through our Quality Accounts we’re accountable to ourselves and to the public.

Our Quality Accounts will be submitted to the independent regulator, Monitor, at the end of May. You will be able to see how we performed against our 2014/15 priorities when

the Quality Accounts are published on our website and on NHS Choices later in the year.

Priorities for 2015/16:

- **Continue to improve the management of sepsis** by raising awareness amongst staff and the wider health community; ensuring that all patients at risk of sepsis are screened on admission and that antibiotics are given within one hour.
- **Improve the care of inpatients with diabetes** by adopting a more proactive approach, improving communication on discharge, and reducing the number of medication errors with a robust training programme
- **Reduce the occurrence of Acute Kidney Injury (AKI).** AKI (also known as renal failure) occurs in 13-18% of all people admitted to hospital, with older people being particularly at risk. Through education and training we aim to improve the management of the condition.



CCGs demystified

'CCG' is an acronym that you may have come across whilst following the debate over how health and care services are provided in your local area.

CCG stands for Clinical Commissioning Group. CCGs are statutory NHS bodies responsible for the planning and commissioning of healthcare services in their local area, for the local population.

CCGs replaced Primary Care Trusts (PCTs) in 2013, following the Health and Social Care Act of 2012. Each CCG is led by an elected Governing Body made up of GPs, as well as other clinicians, managers and lay members. The theory underpinning CCGs is that GPs are well placed to know the health and care needs of the population they serve.

Your local CCG will have a profound and direct impact on the care you and your family receive – be it within primary care (i.e. via your GP), a community setting

(i.e. care received at home), or in a secondary care setting (such as at the RUH).

Your CCG is responsible for making sure that vital services (such as mental health services, urgent care, elective hospital services, community care, and diagnostic services) can be accessed by the community. They perform a balancing act between providing the services the community needs and managing the finances available to them with which to provide these services.

CCGs do not work in isolation – they work closely with the providers who deliver the services they commission. Local Authorities are now responsible for public health as well as social care services so CCGs work closely with them through Health and Wellbeing Boards. The RUH treats people from across a very wide area, and works primarily with BaNES CCG, Wiltshire CCG and Somerset CCG to provide the best care possible to these populations.



BaNES CCG is currently conducting a bold and ambitious review of community health and care services in partnership with BaNES Council. Community services are delivered either at a person's home or in a nearby local care setting and cover the whole life cycle – from the health visitor working with a new mum to ensure her child gets the best start in life, right through to the palliative care nurse enabling someone to experience a dignified and comfortable death.

NHS England's recently-published 'Five Year Forward View' called for a more 'joined up' health care system – with services delivered closer to where patients live. The **your care, your way** review seeks to put patients at the heart of their own care, at the heart of their community, and at the heart of the range of providers who are there to meet their needs.

Want to know more?

Visit www.yourcareyourway.org or join the conversation on Twitter using #ycywbanes

A man's life expectancy varies depending on where he lives. **Just five stops** on the bus can make a difference of over **8 years**.



36% of our population live in rural areas without reasonable access to GP facilities by public transport.

In BaNES



1 in 10 people aged over 18 are carers.



155 young people are carers.

Dr Raj Sengupta treating a patient

For support and information about AS, visit the National Ankylosing Spondylitis Society (NASS) website: www.nass.co.uk

Did you know...

In the past three years, the RNHRD has hosted visiting clinicians from Australia, Denmark and China.

Fostering international connections

In March 2015, a delegation of Chinese clinicians visited the RUH's Mineral Hospital site to learn about the hospital's highly regarded treatment programme for Ankylosing Spondylitis (AS).

AS is a painful, progressive form of inflammatory arthritis. It mainly affects the spine but can also affect other joints, tendons and ligaments.

The Royal National Hospital for Rheumatic Diseases has a long and distinguished history as one of the UK's leading treatment centres for AS and the team, who delivers this truly life-changing package of diagnosis, treatment, care and support, enjoys a reputation that extends to all corners of the globe.

Dr Raj Sengupta, Consultant Rheumatologist and Lead Consultant for Ankylosing Spondylitis, was heavily involved in making our international

visitors feel welcome and ensuring they got the most out of their visit:

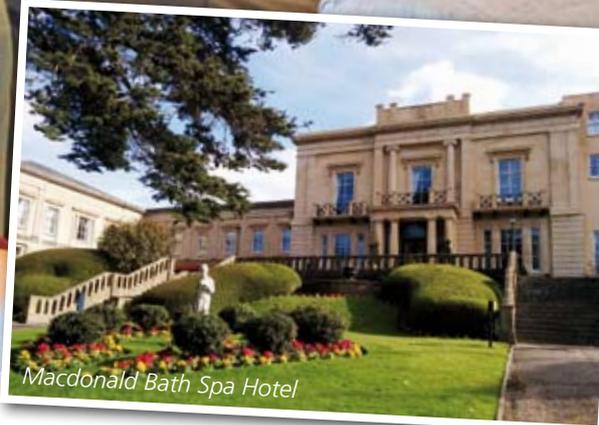
"We arranged a packed programme of activities, covering the whole of the service we offer to patients with AS. We looked at the patient process – the assessments we do, the tests we perform, and the clinics we hold. We use some innovative features in our care and have a strong research and development arm; it was great to be able to share practices, ideas and findings with our fellow clinicians.

"It was interesting to see how points of difference in how healthcare is provided and paid for can influence the care given. For example, in the UK, central funding enables us to provide biologic drugs to those patients who need them. In China, healthcare is privately funded and, as such, these expensive drugs are only available to patients who can afford them. This means that we have access to a greater number of patients using

these drugs. It was useful for our visiting clinicians to see for themselves the results of these drugs in treatment based on a much larger sample of users.

"Our visitors were also interested to learn about our two week residential AS Rehabilitation Course. The course is physio-led and includes a range of therapies such as hydrotherapy, podiatry, and occupational therapy, as well as sessions on the management and understanding of AS. Patients often tell us that these two weeks have transformed their lives – so it was satisfying to be able to share the success of our programme with our visitors.

"When you're dealing with a very specialist condition like AS, fostering international connections and sharing good practice across borders is a brilliant way to improve the care AS patients receive the world over. Twitter has really helped to shrink the world we are practicing in."



Being Together...

In May, a select group of women gathered for a relaxing and inspiring day at Macdonald Bath Spa Hotel. The women all shared one major thing in common – ovarian cancer.

The **Being Together** day was open to women who had received, or who are currently receiving, treatment for ovarian cancer here at the RUH. The event was free for the women who attended and was organised and funded by Target Ovarian Cancer – the UK’s leading ovarian cancer charity.

Dr Tracie Miles, Gynaecology Oncology Nurse Specialist at the RUH is a prominent figure in the world of ovarian cancer – she is the President of the National Forum of Gynaecological Oncology Nurses, and sits on the Clinical Reference Group for Commissioning for Gynaecological Cancers.

She found time in her busy schedule to help organise this truly special day of pampering and support for women touched by the disease. She said: “Living with cancer is mentally and physically gruelling, so Target Ovarian Cancer’s

Karin Podschun and I worked as a tag-team to find the ideal setting for the Being Together day; a hotel close to the city and easy travel links, with plenty of parking, offering the luxury we wanted the women we care for to enjoy.

“The invitation came with a ‘plus one’ so the day could be shared with someone special – be it a partner, mum, daughter, sister or best friend. One woman shared the day with her daughter, who came all the way from Canada to spend some quality time with her mum.”

As well as taking part in workshop sessions in relaxation, arts and crafts, or raising awareness of the condition, the women also had the chance to explore their condition further in an ‘Ask the Experts’ session.

Sarah Unwin is one of the women who attended, after having recently moved to the South West. She said: “Target Ovarian Cancer’s Being Together days are a fabulous opportunity for women with ovarian cancer to get together with others who understand. I attended one in Liverpool last year and came away feeling

less isolated, more hopeful and with a big smile on my face. The diagnosis of ovarian cancer is both frightening and isolating and the Being Together days do a great deal to reduce both of these.”

Ovarian cancer in the media spotlight

Ovarian cancer was brought into the media spotlight earlier this year when Angelina Jolie went public about her preventative surgery in March. The Hollywood actress made the decision to have her ovaries and fallopian tubes removed after tests revealed that she was carrying a fault in a gene (BRCA1) linked with increased risk of ovarian cancer.

Be ovarian cancer aware...

Do you know the symptoms to look out for? Are you looking for support and information following a diagnosis?

Contact Target Ovarian Cancer by calling 020 7923 5475 or email info@targetovariancancer.org.uk or visit www.targetovariancancer.org.uk

Bertie & Jack: giving something back

Emma Hughes and Rebecca Macey-Cross are the artists behind the hugely popular Bath art company Bertie & Jack. Both ladies had their children at the RUH and, as a thank you for the care they received, donated a number of artworks to the maternity ward at the hospital.

Emma Hughes said: "Becky and I remember how vulnerable you can feel in hospital; especially during a life-changing time of being on a maternity ward. Our customers tell us how comforting and cheerful our artwork is so, being keen to give something back to the local community, we're pleased to have donated the artworks to the maternity department. We hope they make the nursing team and visitors to the hospital smile."

Each piece is handmade in Bath, using original designs cut from mount board, layered with a unique print.



Maternity staff with the bright and colourful donation from Bertie & Jack

She's done it again!

Back in November 2014, Miranda Benney received the Macmillan Professionals Excellence Award in recognition of the tangible improvements she has made to urological cancer services.

Now the dedicated Macmillan Uro-Oncology Clinical Nurse Specialist has scooped her second national award in recognition of her work.

Miranda was named Oncology Nurse of the Year at the British Journal of Nursing (BJN)

Macmillan Uro-Oncology Clinical Nurse Specialist, Miranda Benney



Awards, in a ceremony held in London in March.

A Macmillan nurse for over 14 years, Miranda has been pivotal in the development of the PSA Tracker which enables remote follow up of patients with stable prostate cancer. The tracker has now been shared with many other organisations, extending the success of the project for the benefit of a greater number of men living with the cancer.

She is also part of the hospital's survivorship group, and an enthusiastic promoter of the 'recovery package' which includes holistic needs assessment, treatment summaries and care plans.

Miranda said of the honour: "I am delighted to have won the BJN Oncology Nurse of the Year Award for 2015. I was so surprised and it's lovely to be recognised for my work in improving

"Miranda is dedicated to her patients and we are delighted that her commitment has been recognised in this way. We'd like to extend our own congratulations to Miranda on being presented with this prestigious award."

Helen Blanchard
Director of Nursing and Midwifery, RUH

the experience for those affected by urological cancers."

Maggie Crowe, Macmillan Development Manager for Bath said: "I am thrilled for Miranda. Receiving two national awards in the space of four months is a testament to the impact of her work. She has gone above and beyond to reach and improve the lives of people affected by urological cancers and it is only right that this is celebrated."

Life after... **Bariatric s**

Bariatric surgery (or weight loss surgery) is used as a last resort to treat people who are dangerously obese. The surgery is only available on the NHS for people with potentially life-threatening obesity – and only when other treatments, such as lifestyle changes, haven't worked.

We spoke to Dr Mimi Chen, Locum Consultant in Diabetes and Endocrinology with a specialist interest in bariatric surgery and diabetes. She filled us in on the benefits surgery can bring, and busted a few myths along the way...

"Whilst the RUH does not perform

bariatric surgery itself, we do work very closely with patients who have been put forward for surgery to ensure it really is the best option for them, as well as providing ongoing support to our patients in the BaNES area who have been through the surgery.

"Bariatric surgery is all too often seen as a 'quick fix' – but it really is anything but. When people go on to



Robert Burney before his surgery

lose weight post-bariatric surgery they deserve a huge amount of credit. You can change a person's stomach capacity by performing a bypass or inserting a band, but that's just the beginning; the real changes are lifelong, behavioural

and psychological, and take real commitment and resolve. Patients who have managed to lose and maintain their weight loss in the long term are



Dr Mimi Chen in a consultation with patient Robert Burney

urgery

usually those have been able to make fundamental changes to their lifestyles.

“We have a rigorous assessment process in place at the RUH – with the input of psychologists, dietitians, and endocrinologists – to determine whether someone is a good candidate for surgery. A patient may be medically ready, but if the team is not fully satisfied that the patient is on board they will not refer them for surgery.

“People have different reasons for undergoing the surgery. It may be to achieve weight loss in order to have their long-awaited knee or hip surgery, or it may be to halt the onset or progression of diabetes. Speaking as an endocrinologist who conducts research in the field, the impact of a successful bariatric surgery on type 2 diabetes is unquestionable – it has the potential to delay the worsening of diabetes-associated symptoms by as much as 5-10 years and can, in some cases, set the patient back to a much better stage in their diabetes – effectively winding the clock back.

“Although it’s difficult to model the cost-effectiveness of bariatric surgery we know enough to say, with confidence, that within 26 months of surgery the costs that would have been incurred by treating diabetes alone – clinics, drugs, managing complications – will have been recovered.”

Science-minded? Want to learn more about the impact of bariatric surgery on type 2 diabetes?

You can read the full debate Dr Mimi Chen co-authored on the subject in *Practical Diabetes* (Vol. 31, No. 9): <http://tinyurl.com/practicaldiabetes>



Robert’s story...

At his heaviest, Robert Burney weighed in at 23st. Cleared as a good candidate for surgery, he underwent the procedure six years ago at Taunton’s Musgrove Park hospital. He has been receiving follow-up care and support here at the RUH ever since, and has also been participating in Dr Mimi Chen’s research into bariatric surgery and diabetes (funded by the Diabetes Research and Wellness Foundation).

As Robert is keen to point out, the road hasn’t always been an easy one...

“Without a doubt, having the surgery was the best thing I have ever done. But life after bariatric surgery requires a whole change of mindset. Your mind has to catch up with what your body has gone through – you need to get your mind and body back in balance. I have had lots of hiccups along the way, but surgery was definitely the right choice for me.

“My daughter got married just five days after my surgery. I was determined to walk her down the aisle. It was tough, but I was adamant I would be there, and I was.

“There are so many things I can do now that I was too restricted to do before. I can play with the

grandkids, walk the dog, and I still work. My boss, Lester Silk has been incredibly supportive throughout.

“Initially, I managed to get down to as low as 12st – but it was too much. I didn’t feel happy or healthy there. Now I have reached a good stable weight of 14st and am very happy with where I am. It’s not about dieting anymore; it’s about respecting my body.

“Diabetes was a real issue before my op. I had diabetes-associated sight problems, and at one point I lost all the vision in one eye and 80% in the other. Since having the surgery, my eyesight has somewhat improved and I am working hard to keep my diabetes under control. When I was overweight, managing my diabetes was not just a struggle, it was an impossibility. Now, so long as I buck my ideas up, I can control it much better.

“I have nothing but praise for the professionals who have looked after me. The team who performed my surgery at Musgrove Park was excellent. And I have to say that Dr Mimi Chen at the RUH has been brilliant – she’s bucked me up and been my rock. She’s almost like family to me.”

Transforming

Hannah Bailey trains a group of maternity staff in PreCePT



Research plays a vital role in the development of new treatments, drugs and techniques. Research has the power to revolutionise care and outcomes for patients – but only if the available evidence is properly embedded into clinical practice.

Hannah Bailey is a Practice Development Midwife at the RUH. She is also the RUH lead for PreCePT (**P**revention of **C**erebral Palsy in **P**reTerm Labour) – an amazing project that

aims to reduce the incidence of cerebral

palsy in babies born before 30 weeks.

Babies born too early have a much higher risk of developing cerebral palsy which affects movement and speech, and is also associated with epilepsy and intellectual impairment. Research shows that Magnesium Sulphate (MgSO₄) is proven to be effective at reducing the

incidence of cerebral palsy in babies born before 30 weeks – by as much

as 50%. MgSO₄ is administered to the mother in the early stages of her labour, and acts as a 'neuro-protector' for the child.

The West of England Academic Health Science Network (WEAHSN) found that, despite the strong evidence supporting the treatment, MgSO₄ was not being routinely administered in all eligible births in the West of England. In fact, in the UK as a whole, fewer than 10% of all eligible mothers were receiving the treatment.

WEAHSN set up PreCePT – a project with the aim of increasing uptake of MgSO₄ to 95% for all eligible births in five maternity units in the West of England. Project Leads were appointed in each of the five maternity units



little lives...

involved in the project.

Hannah Bailey, Project Lead at the RUH said: "We already had a guideline for administering the treatment, but

MgSO4 was not being administered consistently and routinely to all eligible mothers at the Trust. My responsibility as Project Lead was to increase awareness of the treatment amongst the relevant staff, educate and train staff so they felt

confident about how and when to administer the treatment, as well as making changes to the clinical pathway to ensure the treatment was truly embedded into practice.

"Our goal was to make sure that every woman under the RUH's care who was eligible for the treatment was given it. I am pleased to say that we met our

goal and were the best performing Trust within the project – and the only one to hit the 100% mark.

"In the West of England, if all mothers of at-risk babies were treated then five babies a year could be prevented from developing cerebral palsy. This might sound like a small number, but the potential impact on the families involved can be immeasurable. A

relatively small investment of time on our part can have a profoundly life-changing outcome for the families of the mothers we treat.

"Buoyed by the success of this project, we are already looking at how the methods we employed can be applied to other areas of practice right across the RUH."



Reinforcing Research

"It's a really exciting time for research at the RUH. Not only have we welcomed our excellent research colleagues from the RNHRD, we have also strengthened our links with research colleagues at the University of Bath. We are holding our first joint showcase into health research on Wednesday 17 June and are working together on a wide range of research projects. Sharing skills and expertise, and collaborating on interesting and vital projects with a number of research partners to add to the evidence-base, is the future of healthcare research. Without research we wouldn't have most of the common treatments and drugs on which we depend so routinely today. There is also evidence that patients do much better in an organisation that is research active, such as ours."

Professor Mark Tooley (Research & Development Director)

Interested in research?

Our Health Research Showcase is open to the public. Book your place by visiting <http://tinyurl.com/HealthResearchShowcase>

SW Neonatal Network

The South West Neonatal Network is a dedicated hub for parents and families of pre-term babies across the South West. With a wealth of information, all clearly laid out, it is great resource for families whose babies have arrived earlier than expected.

www.swneonatalnetwork.co.uk

Space for contemplation

Sometimes, when in hospital, we all need a quiet place to retreat to; whether it be to steady our nerves before an appointment, digest some difficult news, or simply relax and take a breath. Now that summer is here, we thought we would share a couple of our favourite places with you... (but, shhh! Don't tell anyone else)

The Jubilee Garden

Probably the best kept secret at the RUH, this gorgeous garden is a beautiful place to sit, relax and take stock. From the moment spring arrives, the garden is an explosion of colour – with zesty daffs, exotic tulips, and clouds of pink and white cherry blossom. As the heat intensifies across the summer months, glossy purple grapes drip from the vines that

creep up the trellises. Surrounded on all four sides, the garden is a perfect little suntrap – though there are plenty of secluded places to rest in the shade.

Find it: Opposite D1 (The Qulturum) just along from the Neonatal Care Unit.

Nearest entrance:

Princess Anne Wing.

Did you know...

Green spaces are an important feature of the plans for the new Cancer Centre at the RUH.

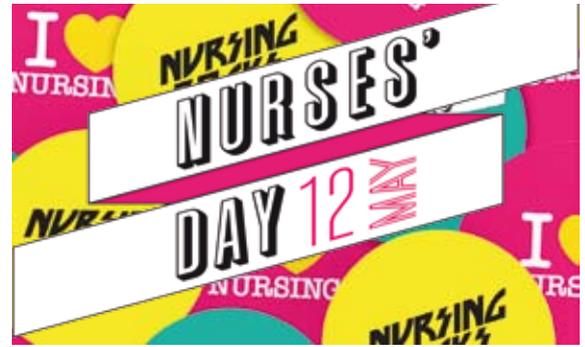
The Pond

Just outside the Lansdown foyer entrance (between the Emergency Department and Maternity)

is a lovely little pond, replete with shimmering fish, encircled by benches. A good little spot for a breather – pick up a coffee from the Lansdown Restaurant and take five.

Find it: Outside the Lansdown Restaurant.

Nearest entrance: Lansdown entrance.



We ♥ Nurses! We ♥ Midwives!

May was a month of celebrating our wonderful nurses and midwives: International Day of the Midwife fell on 5 May this year and was closely followed by International Nurses Day on the 12 May.

Every day, nurses and midwives make a real difference to people's lives both in our hospital and in the wider community. Their professionalism, enthusiasm and commitment to patient care are qualities of which we are extremely proud.

We went all out to celebrate our wonderful nursing colleagues with a special event on Tuesday 12 May. We created displays of old photographs and old-fashioned equipment to show just how much (and how little) has changed in nursing over the years. We also asked our nurses and midwives to tell us why they are proud to be a nurse/midwife by leaving a comment on a special 'Proud to be a Nurse' wall – and we shared some of those sentiments with our followers on Twitter.

Finally, the children on the children's ward got involved by drawing and colouring in their own nurse pictures.

We asked you to join in too, by nominating a nurse or midwife – someone who has made your own treatment or appointment that bit brighter.

We think our nurses and midwives rock – we hope you do too!

Had incredible care from an incredible nurse or midwife? Get in touch and let us know!

Email: ruhcommunications@nhs.net

We've just said goodbye to two long serving and dedicated members of our nursing and midwifery teams. Turn to page 17 (Thanks & Thoughts) to read more...

Flower to Remember

Who can forget the striking image of a sea of red poppies encircling the Tower of London late last year. The poppies were gradually planted over the four months leading up to Armistice Day – each representing a British or colonial life lost in the First World War.

Now the Forever Friends Appeal is giving people the chance to celebrate the life of a loved one with a special 'Flower to Remember'. By making a donation to the Forever Friends Appeal, your loved one will be acknowledged on their very own flower plaque. The flowers will be displayed at the RUH from the 7-21 September 2015.

Flowers are already on sale and you can pick up a form from the Forever Friends Appeal information point in

the Atrium (at the main entrance) or download one from the website (www.foreverfriendsappeal.co.uk). There is no minimum donation amount.

All those who have donated flowers will be invited to join the Forever

Friends Appeal Team for a Time of Reflection event to celebrate the lives of those in whose honour the flowers have been dedicated. The service will be led by one of the RUH Chaplaincy team (you can read more about the great work they do on page 19).

Jan Witt, In Memory and

Legacy Officer for the Forever

Friends Appeal, says: "This remembrance scheme will provide an opportunity for families and friends who have lost loved ones to remember them in a special way and celebrate happy memories whilst raising funds for the hospital. Taking time to remember a loved one and knowing that in honouring their life you are potentially helping to improve someone else's is a truly powerful thing."



The Forever Friends Appeal
In Loving Memory



Giving the gift

Caring for you

On Monday 20 April, more than 60 Members of the Trust came together for an evening about organ donation. The event was part of the ever-popular 'Caring for You' Members' events programme.

The evening kicked off with a moving video. 'I'd Give You One' followed the inspirational story of Emma Thackray, a young woman living with cystic fibrosis who set up Live Life Give Life – a campaign that aims to encourage people to become organ donors. In 2007 Emily was fortunate to receive a double lung transplant.

Sadly, three people die every day whilst waiting for an organ and less than 1% of the population die in a way that enables their organs to be donated. You are far more likely to need an organ than you are to be able to donate one.

Sarah Beale, Specialist Nurse for Organ Donation at the RUH, talked about her role and about the work she does to support staff so that they are armed with the facts and skills required to make organ donation happen and to support families considering or going through the process of donation:

Make your wishes known. Join the organ donor register today: www.organdonation.nhs.uk

For inspirational donor stories and information on organ donation visit www.livelifegivelife.org.uk



Specialist Nurse for Organ Donation Sarah Beale and ITU Consultant Andy Georgiou

Part of life

“My role is to help educate and support the staff in the Intensive Therapy Unit (ITU) and the Emergency Department (ED) to consider organ and tissue donation as part of all end of life care, and to support families of potential donors. I also audit all deaths in ITU and ED to ensure that all patients who should be considered as potential organ donors are referred.”

Next up, **Junior Sister Emily Boon** gave a short overview of how tissue and organ donation works in the ED here at the RUH. Alongside the Organ Donation Specialist Nurses, it is part of Emily’s role to support staff and families in making decisions about organ or tissue donation.

Emily said: “This can be a very emotional time for families and it is imperative that they are given the information and support they need to help them make these difficult decisions. For many families, knowing that their loss can help save someone’s life is the one positive outcome from a very tragic situation – it can provide some comfort in a situation dominated by grief; offering the option of donation is part of the duty of care of the staff.”

Sarah Beale rounded the evening off by sharing the story of a young man who had been in a fatal car accident. She recalled spending time with the man’s parents who, after receiving support and information, were

able to say goodbye to their son and agreed to donation going ahead. The young man’s organs, including his heart, went on to save eight people.

Sarah said: “It is really helpful to speak to your family about what your wishes are regarding donation. Then, if they are ever unfortunate enough to meet someone like me, they can be secure in and comforted by the fact that they are carrying out your wishes.”

“What a job to do, but it must be very rewarding to be in a position to help to improve and save lives – what an excellent evening!”

Mr Clark, Wiltshire

“A great evening, well up to the excellent standards these Caring for You events deliver, it was very professional yet very caring to the donor, donors’ families and recipients.”

Phil Morris, Public Governor

Did you know...
40% of the population of BaNES is currently on the organ donor register.

The next Caring for You event will focus on Mental Health and will take place Tuesday 21 July at 6pm-7.30pm in our Post Graduate Medical Centre (B20). To book your place please contact the Membership Office on 01225 826288 or email RUHmembership@nhs.net
We hope to see you there!

Donation: The facts

Organ Donation

Heart, lungs, liver, pancreas, kidneys, bowel.

Organs can be donated from patients in ITU or ED who are ventilated either following declaration of brain stem death or if the medical team plan to withdraw life sustaining treatment.

Tissue donation

Eye tissue, heart valves, skin, bone and tendons.

Tissue donation can occur up to 24 hours after a person’s death.

Did you know...

- In England, 96% of people support organ donation but only 30% are currently on the donor list
- 1 organ donor can help save the lives of up to 8 people
- 1 tissue donor can help up to 50 people
- Kidneys are the most commonly transplanted organ
- There are currently around 7000 people in the UK on the transplant waiting list – 5500 of them are waiting for a kidney

Closer to home...

- In the last 5 years, 28 people have donated organs after their death at the RUH, leading to 91 people receiving a life-saving transplant
- In the last 5 years, 49 people from BaNES received cornea or sclera transplants
- 40% of the population of BaNES is currently on the organ donor register
- In the last 5 years, 50 people from BaNES received organs; 6 died waiting for an organ

Our Governors working for you...

Our Council of Governors (CoG) exists to ensure that patients, members of the public, RUH staff and partner organisations have a say in shaping local health services. Collectively, it represents the interests of over 14,000 members.

As well as meeting as a Council, our Governors have also established a number of smaller Working Groups. The Working Groups conduct detailed reviews of areas of key importance to the hospital.

By being part of the Working Groups, Governors act as the Trust's 'eyes and ears' – assisting in the development of ideas and advising on issues. They play an advisory role, providing a steer on how the Trust can carry out its wider business to satisfy the needs of Members and the wider community and they act as guardians to ensure that the Trust operates in accordance with its purpose and authorisation.

Non-Executive Directors of the hospital also attend the Working Groups to improve accountability and to enable feedback to be escalated to the Board of Directors where appropriate.

What do the Working Groups do?

Strategy & Business Planning Working Group

Reviews plans and strategies regarding the future of the hospital, ensuring that Members' views are represented as well as the needs of the local community.

'Forward looking'

Membership & Outreach Working Group

Aims to grow and develop the Trust's membership and facilitates communication between governors, Members and the local community.

'Building stronger links with the community'

Quality Working Group

To listen to patients and Members to understand how we can improve patient experience at the RUH and to ensure quality, patient experience, patient safety and clinical outcomes are of a high standard.

'Listening to patients'

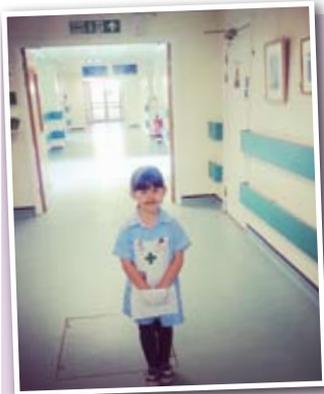
In addition to the Working Groups, it is a statutory requirement that the CoG form a Nominations and Remuneration Committee. It is the responsibility of this committee to oversee the recruitment of the Chairman and other Non-Executive Directors (NEDs), as well as making recommendations to the CoG on the remuneration of the Chairman and other NEDs.

Since becoming an NHS Foundation Trust in 2014, Council of Governor meetings now take place in public. Meet your Governors and see them in action:

Date	Time	Location
Tuesday 2 June	10.30am – 12.30pm	RUH Boardroom,
Thursday 8 October	3pm – 5pm	Oasis Centre (A10),
Wednesday 2 December	3pm – 5pm	RUH



Thanks and Thoughts



Alice Rochfort

Our smashing little cover star, 4-year-old Alice Rochfort, was snapped by mum Helen during a recent visit to the hospital. She tweeted: "Nurse Alice at Royal United Bath Hospital ♡ Looking after her big sister Poppy". We had lots of fun recreating the shot for the cover, and Alice and Poppy received Forever Friends 'Doctor' and 'Nurse' bears as a thank you, courtesy of the Forever Friends Appeal.

Do you have a budding little nurse or doctor? We would love to see your pictures, tweet @RUHBath or email RUHcommunications@nhs.net



Alice & Poppy

"I would like to say how impressed I have been with every staff member I have encountered at the hospital lately, my daughter has been in and out of hospital over the last two months we have been made to feel cared for and that nothing is a problem for them. I would recommend that anyone come here. A huge thanks to all the staff here you are doing an amazing job."

Sally
NHS Choices Review



"Midwife Bex Walsh helped deliver our baby daughter Rosa 5 weeks ago. She was completely wonderful – we felt so well supported and at ease. A massive thank you to her and all the staff of the Princess Anne Wing."

Louise Lappin-Cook

"I was staying in Bath with my family when I suffered a fall. As an 82-year-old

woman I was nervous in the extreme [but] the staff in the ED were so understanding and treated me like royalty. From the doctors and physios through to the volunteer who served tea, I received care, support and genuine warmth which I am sure helped me to get back on my feet and return home. Royal United Hospital, keep up the good work; the kindness of your nursing staff restored not just my health, but my faith and spirit too. I thank you from the bottom of my heart."

Patricia Danby
Letter to the Editor, Bath Chronicle

In May, we said goodbye to two long-serving members of our staff...

Maternity Matron, Beryl Orchard, retired in May after working at Trowbridge Community Birth Centre since 1984. Beryl, who headed up the Birth Centres in both Trowbridge and Chippenham, said: "I just love my job. It's important to get the care right because it's not like you get a second chance at doing it. I have mixed emotions about retiring, but I can look back fondly at what I have done. I've worked with such a fantastic team of people and I need to give them a big thank you for everything they have done."



Maternity Matron Beryl Orchard

Matron, Julie Stone retired after 40 years of unbroken service in the NHS. She said: "I retire with a sense of pride in my own achievements, in the nurses I've supported and encouraged, and in the patients I've had the privilege to meet. I started my career at the RUH and who would have known that I would finish my career here too!"



Matron Julie Stone

We're very grateful for the feedback we receive from patients about their experience of the RUH. Many of our patients write thank you letters, but increasingly patients are turning to Facebook and Twitter to tell us how we're doing.



www.twitter.com/RUHBath



www.facebook.com/RoyalUnitedHospitalBath

You can also leave feedback on the NHS Choices website. Visit www.nhs.uk and search for Royal United Hospital Bath.



Arena and LCUK

It is with great pleasure that we welcome Arena back for their brand new colour show featuring work from group members Nicky Gwynn Jones, Tony Worobiec, Susan Brown, John Chamberlin, Eva Worobiec, Harry Cundall, Paul Mitchell, Carol Hicks and Leigh Preston.



'Red Squirrel'
John Chamberlin (Arena)

A Stitch in Time

Art at the Heart prides itself on creating opportunities for patients, visitors and staff to experience and participate in the arts. 'A Stitch in Time' workshops have been running on Combe ward every Friday morning, encouraging and supporting social skills and interaction between patients, as well as introducing creative art and textiles where great results are produced and many patients pick up a new skill.

"It is widely recognised that the arts have a key role to play in delivering an improved patient environment."

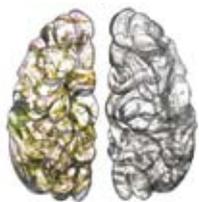
Thank you to all of the 'A Stitch in Time' volunteers (above) and to the Big Lottery Fund 'Awards for all' for supporting the art programme in order for these fantastic workshops to take place.

The exhibition is in conjunction with LCUK (Landscape Collective UK) Group. LCUK consists of 13 landscape photographers that meet every two months to show and discuss a series of their latest printed work. If you are a keen photographer, this exhibition is set to inspire with Cornish coastlines, dazzling sunsets and misty morning scenes.



'Dewdrops'
Paul Mitchell (LCUK)

'Where two minds collide'



Fusion: 'Where two minds collide' is an exciting collaboration between the RUH and Bath Spa University. Students

were invited across all disciplines – Arts, Science, Education, Drama, Music, and Creative Writing – to submit their work in response to healthcare and well-being. A total of 29 submissions were selected for the exhibition and work will be on display from 24 July until 16 October.



'Old Pier, Swanage'
Eva Worobiec (LCUK)

Soundbite travels to the children's ward

Each week, Musician in Residence Frankie Simpkins takes her musical magic to the Children's ward, armed with her trusty ukulele. Adding to her extensive repertoire of golden oldies, Frankie has now perfected essential Disney classics such as 'I Wanna Be Like You' and 'Hakuna Matata' – as well as keeping the biggest of Frozen fans happy with 'Let it Go'.

Frankie's music is suited to all ages and tastes and she loves to take requests. So if you happen to be on the Children's Ward on a Tuesday morning from 10.30 to 11.30am, feel free to flag her down and request a personal favourite.



Spotlight on... Chaplaincy

For as long as there have been hospitals there have been chaplains. Chaplains are an integral part of the healthcare team at the RUH; providing 'holistic' care to patients, their families and carers, and to staff.

Chaplains are highly experienced at supporting people with a wide range of issues and concerns.

They help in crisis situations and are also involved in operational groups, ethical groups, end of life groups, and in teaching around death, dying and spirituality.

There are five Chaplains at the RUH, representing Church of England, Methodist, Roman Catholic and Orthodox Christian denominations. The team also has strong links with other faiths within the community and can call upon these to provide support for patients of a wide range of beliefs.

Senior Chaplain **Rev Alastair Davies**, who has worked for the RUH for eight years, said: "Chaplains wear many hats and work at the heart of the therapeutic

community, building relationships with patients, their carers, and staff.

"We go out of our way to be available and involved. We aren't just here for people who are 'religious' – we are here for everybody, irrespective of whether they have faith or not. We don't judge people, and we do not tell people what they 'should' believe. Above all, we are

here to listen and to 'bear witness', often in the face of pain and suffering.

"We also provide support and advice for our staff; offering opportunities for staff to speak to

us in confidence. They may have family or personal issues, or issues that are confronting them from a medical, legal or ethical perspective.

"As a lay member of the Clinical Ethics Committee (along with other colleagues including doctors, nurses, a psychologist, a solicitor and an academic) I advise clinical staff in matters of ethical debate. One of my roles as Chaplain is to contribute towards the 'conscience' of the Trust and to advise on matters of

privacy, dignity and end of life; ensuring that issues are adequately debated and agreed."

Rev Philip Simpkins has been a Chaplain at the RUH for two years. He told us: "The Chaplaincy team is available 24/7 to respond to patients, their families, and staff. A patient may be distressed or anxious about their illness or want to explore the bigger questions of life. We might be called to ITU, when a withdrawal of treatment is planned, or to the Emergency Department, following a cot death or accident.

"We count it a privilege to be able to respond in this way; if we have been able to bring some comfort and hope in a time of sadness, distress or crisis then that, I believe, is time well spent."



Rev Philip Simpkins with a patient

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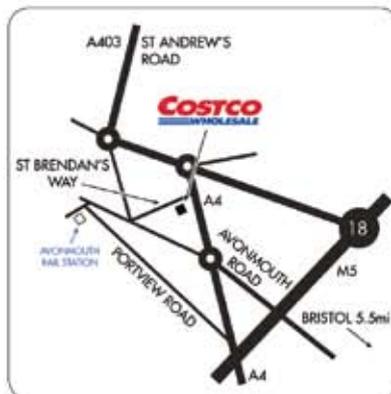
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The Forever Friends Appeal



Mama Mia! 'Movie by Moonlight' is back

Bank Holiday Sunday 30 August

We are proud to announce the return of Bath's original open-air film screening in Royal Victoria Park: *Movie by Moonlight*. The event will take place on Bank Holiday Sunday 30 August 2015 and we are very excited to be showing the popular musical-comedy **Mamma Mia!** Keep an eye on the Appeal's website www.foreverfriendsappeal.co.uk for more information over the next few months.



Bristol+Bath Marathon Sunday 25 October

We have been chosen as Official Local Charity Partner for the first Bristol+Bath Marathon! This brand new marathon begins in Bristol (the vibrant city of bridges, Brunel and Banksy), passes through the stunning South Gloucestershire countryside, and ends victoriously in the elegant City of Bath. Three counties for triple the glory! Missed out on the London Marathon? Don't miss out on this...

The Appeal has a number of Golden Bond Places available for £50. You can run in honour of a particular ward or department, or raise funds for the RUH Cancer Care Campaign. For more info, and to sign up, visit: www.foreverfriendsappeal.co.uk/events/bristol-bath-marathon



Read all about the Appeal's fantastic 'A Flower to Remember' campaign on page 13 and see how you can support the charity whilst celebrating the life of a loved one.



Bath Half Marathon

The weather may have been a little damp, but nothing could dampen the spirits of the 23 Friends volunteers who helped out at the Bath Half Marathon on 1 March. Our volunteers handed out foil blankets to the runners at the finish line.

Friend's ward-volunteer Amy Doyle ran in the race with her partner Kieran and raised a tremendous £253 – adding to our amazing overall total of just over £900.

Volunteer Nick Hales celebrates 25 Years' Service

On the 21 March, Friends of the RUH volunteer Nick Hales celebrated 25 years' voluntary service on the Acute Stroke Unit (B6). He comes in every Saturday morning to help serve drinks and to provide a listening ear for patients. By giving his time as a volunteer, Nick has made a big difference to thousands of patients' lives over the years.

Debbie Newcombe Acting Ward Manager said "Every ward needs a volunteer like Nick!"



Nick Hales celebrating 25 years as a Friends volunteer

If you would like to volunteer or have an enquiry about the Friends of the RUH, call the Volunteer Services Team on 01225 824046, email ruh-tr.volunteers@nhs.net or visit our website.

We have recently re-launched our website! Visit www.friendsoftheruh.org.uk



Don't forget!

Our annual Friends' fete will be held on Saturday 4 July, from 1-4pm, in the Lansdown Restaurant (and outside if it's nice!). We will be posting more details on our new website shortly.